

## **SFD Dispatch Policy and Guideline Manual**

Section Title: Fire Mutual Aid  
Policy Section: 16  
Page: 1  
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### **FAYETTEVILLE REQUEST FOR AUTOMATIC AID**

When Fayetteville's Central Dispatch Center (CDC) receives a **STRUCTURE FIRE** in the automatic aid area, CDC will include Springdale in the initial dispatch and request either Springdale Engine 2 or Engine 5 to respond. CDC will transmit an alert tone that activates the Fayetteville fire radio on our Zetron console. Springdale engines responding into Fayetteville in the automatic aid areas will fill the second due engine responsibilities for Fayetteville (usually water supply).

Upon hearing CDC's request, note and log the call type, incident location, cross street, and any other pertinent information the dispatcher provides. Immediately enter a call for service and dispatch the requested engine.

If the requested Springdale engine is unavailable or out of their Fire Management Area (FMA), using the Fayetteville fire radio, immediately advise CDC of this so the Fayetteville dispatcher can dispatch an additional Fayetteville engine to the incident. Do NOT assign the next closest Springdale engine.

Regardless of whether or not the mutual aid with Fayetteville is automatic or requested, do not dispatch a squad to respond with the engine company.

When dispatching a Springdale engine into Fayetteville, assign an incident number and record times per normal procedures. The Springdale engine will use normal radio traffic but will operate on the Fayetteville fire radio.

The Fayetteville fire radio will automatically reset after about 10 to 15 minutes.

If the call is between 2200 and 0700, dispatch the units to assist and then call Station 1 to advise Battalion 1 that an engine is responding into Fayetteville on a mutual aid request.

Reference: Springdale Engine 2 responds to map areas 29 and 34. Springdale Engine 5 responds to map area 33.

**SFD Dispatch Policy and Guideline Manual**

Section Title: Fire Mutual Aid

Policy Section: 16

Page: 2

**FIRE COMPANY MOVE UP – FAYETTEVILLE**

In the event that the Fayetteville Fire Department has depleted their resources, they will request an engine company from Springdale to move up to Fayetteville Fire Station 4. Tone Engine 2 for a non-emergency move up to stand by for them. If Engine 2 is unavailable, contact Battalion 1 for direction on what unit to send. Enter a call into the CAD and assign a fire run number.

**SPRINGDALE REQUEST FOR MUTUAL AID**

While responding to or on the scene of a structure fire in the City Of Springdale the on duty commander, first due engine company, incident commander, or any chief officer may request mutual aid from area agencies. The requestor should be specific about which agency and what type of apparatus is required for the fire.

To provide a high level of coverage and ensure adequate water supply for the citizens in FMA 4 West, our normal alarm assignments may be augmented with a mutual aid request for the Cave Springs Fire Department (CSFD), Tontitown Area Fire Department (TAFD), and/or the Lowell Fire Department (LFD). Since the majority of the newly annexed area has previously been protected by the CSFD, they will be the most frequently utilized.

**FIRE MUTUAL AID REQUESTS**

If there is a request for mutual aid on a structure fire for Cave Springs, Johnson, Lowell, Nob Hill or Tontitown Fire Department, the closest SFD engine shall be dispatched, unless the requesting department IC asks for a specific unit. Do not send Truck 1 out of the city unless specifically requested.

**SFD Dispatch Policy and Guideline Manual**

Section Title: Fire Mutual Aid

Policy Section: 16

Page: 3

**AUTOMATIC FIRE MUTUAL AID – TONTITOWN, WHEELER, WEDINGTON**

There is an agreement for automatic mutual aid between the Tontitown Fire Department (TAFD), Wheeler Fire Department, and Wedington Fire Department. This automatic mutual aid agreement is ONLY for structure fires and fires threatening a structure. All parts of TAFD's coverage area south of Hwy 412 are included in the mutual aid agreement. Anything in TAFD's coverage area north of Hwy 412 is not in the automatic aid area.

If a caller reports a structure fire or fire threatening a structure in the TAFD response area south of Hwy 412, immediately contact the Central EMS dispatch center and request mutual aid from Wheeler and Wedington. There is no need to request specific apparatus. The aiding fire department will determine what will be sent to the fire.

If a call is received from the Central EMS dispatch center for automatic aid for Wheeler or Wedington, immediately dispatch TAFD. There is no need to dispatch a specific apparatus, unless requested by the other agency. TAFD will decide what equipment and personnel they are able to send.

**HEALTH ALERT NETWORK SYSTEM**

The Health Alert Network System (HANS) is for alerting mutual aid agencies statewide through the Health Department. Dispatch is the point of contact for HANS due to having manned phone lines twenty-four hours a day. When any request or information is received from HANS, notify the on-duty shift commander. If the shift commander is not available, start notifications using the chain of command.